

APPENDIX A

VOLUNTEER MANAGEMENT PLAN OUTLINE

I. INTRODUCTION

A. The Accepting Official

Designation of the accepting official at the project or office and a description of his/her duties and responsibilities relative to the volunteer program.

B. The Volunteer Coordinator

Designation of the volunteer coordinator at the project or office and a description of his/her duties and responsibilities relative to the volunteer program.

C. Goals

A statement of goals for the local volunteer program as they relate to the mission of the Corps and the project or office.

II. NEEDS ASSESSMENT

A. Project Mission

A description of the mission of the project or office in terms of tasks necessary for accomplishment and their priority.

B. Volunteer Tasks

A listing of those tasks from the above list that can be accomplished by volunteers as well as a description of the skills necessary for task accomplishment.

C. Priorities

A prioritization of the above list to guide the recruitment of higher priority volunteers first.

III. RECRUITMENT

A. Local Volunteer Sources

A list of local, state, and national sources of volunteers as well as addresses, telephone numbers and contact persons.

B. Recruitment Methods

A listing of the different methods that will be used locally to recruit different types of volunteers for different jobs.

C. Local Media Contact List

A list of addresses, telephone numbers and contact persons at local print and electronic media sources.

D. Sample News Releases

Sample news releases that can be used to seek various types of volunteers for different programs and tasks.

IV. MATCHING VOLUNTEERS TO THE JOB

A. The Interview

Review plans and sample forms and questions that will be utilized to interview prospective volunteers for the existing needs.

B. Job Descriptions

Volunteer job descriptions for all jobs that volunteers will be filling at the particular site.

V. SUPERVISION AND MOTIVATION

A. Identification of Volunteers

A plan for how different types of volunteers will be identified (ball caps, name tags, uniforms, etc.). This section should include sources of supply and inventory procedures.

B. Incidental Expense Reimbursement

A plan for the reimbursement (including dollar minimums and maximums) of various volunteer incidental expenses. Included here should be which expenses are covered for which type of volunteer.

C. Recognition and Awards

A listing of local, District, Division, and national awards to be given for various levels of volunteer service. This section should also include various other forms of recognition planned for differing levels of service.

D. Volunteer Evaluation Form

A sample individual volunteer evaluation form as well as a timetable for its use.

E. Employee Orientation Plan

A plan for how project or office employees will be oriented as to their role in the volunteer program.

F. List of Supervisors

A listing of those project or office employees that will be called upon to supervise volunteers.

G. Supervisory Training Plan

A plan for training all project or office employees who will supervise volunteers. If local training is utilized, a lesson plan should be included in this section.

VI. ORIENTATION AND TRAINING

A. Orientation Plan

A plan for the orientation of the various types of volunteers that will be utilized. Checklists of appropriate items to cover with individual volunteers are appropriate here.

B. Course Listing

A list of all training courses that may be appropriate for any volunteer including when and where the course is offered, the cost of the training and the necessary enrollment information.

C. Project Volunteer Training Plan

A list of all volunteer jobs that will be utilized at the project or office and the specific training that will be necessary for volunteer accomplishment.

D. Sample Individual Training Plan

An example of the individual training plan that is to be used for each volunteer and other necessary instructions for its use.

E. Volunteer Trainer List

A listing of any volunteers that can be called upon to teach needed training courses.

VII. SAFETY

A. Job Hazard Analyses by Job Series

A compilation of the job hazard analyses (or job series hazard analyses) necessary for the various job series that will be occupied by volunteers.

B. Typical Activity Hazard Analyses

A compilation of the various activity hazard analyses that will be utilized for tasks in which volunteers will be involved.

C. Personal Protective Gear

A listing by task of personal protective gear that will be furnished to, or utilized by, volunteers performing various tasks.

D. Procedures for Certification and Licensing of Operators

This section should include a letter or memorandum of authorization for volunteers to operate vehicles, vessels, or other types of equipment. It should also contain the standards and procedures for licensing individual volunteers in the operation of such equipment.

E. Accident Reporting Requirements

Even though these requirements are almost identical to those for Corps employees, a thorough explanation of the procedures, as they apply to volunteers, should be included here.

VIII. RECORDKEEPING

A. Responsibilities

A detailed analysis of whose responsibility it will be to track data regarding the volunteer program.

B. Form Submittal Schedules

A schedule specifying when various forms should be filed. Also included may be a sample form, instructions for completion, and where copies are mailed.

IX. PROGRAM EVALUATION

A. Responsibilities

A description of the role volunteers, each employee, the volunteer coordinator, and the accepting official will play in overall program evaluation. Sample forms may be included here.

B. Local Procedures

A description of any other local procedures used to supplement the guidance contained in the Volunteer Coordinator's Handbook.